

DISCLAIMER: In accordance with the *Community Safety and Policing Act* and the *Freedom of Information and Protection of Privacy Act*, the summary below has been de-identified to remove the personal information of individuals, including public complainants and persons who were the subject of the investigation.

DE-IDENTIFIED SUMMARY UNDER SECTION 167(2) OF THE CSPA

Original Police Service:

Date of Complaint: 07/29/2025

Type of Investigation:

Referred to Same Service: ☒

Referred to Other Service: ☐

Retained by LECA: ☐

Service Investigations Referred to:

De-identified Summary of Complaint

On July 5, 2025, the Complainant attended [REDACTED], to surrender the passport of one of her employees. This was required by court to allow his release from the [REDACTED] Detention Centre.

The Complainant and the Respondent Office interacted at the reception desk. The Complainant reports the Respondent Officer was disrespectful, hostile and discriminatory. It was not a positive exchange.

The passport was ultimately surrendered and the matter resolved.

Unsubstantiated Code of Conduct Allegations

10(1) Undermine trust

Decision and Reasons

The allegation was unsubstantiated. The available evidence was the Complainant's version of events contrasted with the Respondent Officer's version. It was determined that the Complainant did not receive quality service, but it did not rise to the level of misconduct.